ToolGPA

NOVEMBER 2026

# Parloa

## The Insider's Guide

AI agent platform for enterprise customer service




**Every plan, grade, refund rule and rival among AI agents, read from Parloa's own pages.**

Made by Parloa · checked Nov 12, 2026 · toolgpa.com

1.8
GPA

Parloa

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ToolGPA put this guide together from Parloa's own pages, its app-store listings and our grades. Every fact in it is on Parloa's page too, where it is kept up to date. Checked Nov 12, 2026.

# Welcome

What it is, who it suits, its grades and the ten things to know first

**1.8**

GPA, above 11 of the 101 other AI agents we grade

Parloa is an AI agent management platform for enterprise customer service, built around voice and chat agents that handle contact-center conversations. It includes tools to build agents, simulate and test them before changes, and monitor them in production. It is sold to large companies through a sales process, with no public price list.

To get you started, here are **7 things to know about Parloa**, taken from its own pages and our grades.

> **No store rating on record, and a contact centre has to connect its systems before it works.**
>
> From our grade for ease of use

**1** **Best for large contact centres moving to AI agents**

Plans are custom and consumption-based, per minute for voice and per interaction for chat, so you need a quote just to compare costs.

**2** **It runs on Web**

Web.

**3** **Agent Builder**

Agents are built on the platform, and the vendor says the teams closest to customers can build and tune them without specialist engineers.

**4** **Performance Lab**

Simulates and tests AI agents for every update or model change before they go live.

**5** **Parloa Lens**

Monitors AI agents in production to catch problems.

**6** **A 1.8 GPA, above 11 of 101**

That is against the other AI agents we grade, on value, the free plan, features, ease of use and platforms.

**7** **Keep it**

To replace Parloa you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

### Parloa at a glance

| | |
|---|---|
| PRICING<br>Paid | FREE PLAN<br>No |
| FREE TRIAL<br>None stated | RUNS ON<br>Web |
| MADE BY<br>Parloa | CATEGORY<br>AI Agents |
| OUR GRADE<br>1.8 GPA, weak | |

## The report card

### Best for large contact centres moving to AI agents

Parloa is a platform for AI customer service agents in enterprise contact centres, with voice in 140 or more languages. Plans are custom and

consumption-based, per minute for voice and per interaction for chat, so you need a quote just to compare costs.

TOOLGPA REPORT CARD — **Parloa** — Graded Nov 12, 2026

| SUBJECT | GRADE | COMMENT |
|---|---|---|
| **Value for money** | C | No price is published; the page says plans are custom-built, per minute for voice and per interaction for chat. |
| **Free plan and trial** | F | Nothing free is offered: no free plan and no self-serve sign-up. |
| **Features** | C | An agent builder, a testing lab, analytics and model orchestration. The listing shows an enterprise product with no stated caps. |
| **Ease of use** | C | No store rating on record, and a contact centre has to connect its systems before it works. |
| **Platforms and integrations** | B | Web, with Zendesk, Salesforce, Dynamics 365, ServiceNow, SAP, Genesys and Five9 listed. |

**Grade point average** — Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

### Who Parloa is for

- ✓ Fits if you run an enterprise contact centre with voice and chat volume
- ✓ Makes sense if you use Genesys, Five9 or ServiceNow and want it connected

### Who it is not for

- ✕ Not for you if you want self-serve, since there is no sign-up or free plan
- ✕ Not for you if you want a price list, as pricing is set after an analysis of your contact centre
- ✕ Skip it if you are a small business, because the site is aimed at enterprise deployments
- ✕ Watch out: you pay per minute for voice, so cost grows with call volume

## Good to know

### Good for

- ✓ Large contact centers replacing phone menus with voice AI agents
- ✓ Enterprises in insurance, travel, retail and telecom running customer service in several languages
- ✓ Teams that want agent testing and monitoring on the same platform

### Worth knowing

- ⓘ No prices are published: the pricing page says plans are custom-built and consumption-based, per minute for voice and per interaction for chat.
- ⓘ Pricing is set by volume package after an analysis of your contact center, so a quote is needed to compare cost.
- ⓘ The site is aimed at enterprise deployments and has no self-serve sign-up or free plan.

# What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Parloa's current pricing could not be confirmed from its own site.

> **No price is published; the page says plans are custom-built, per minute for voice and per interaction for chat.**
>
> From our grade for value for money

We could not confirm Parloa's current prices from its own site, so this guide lists no plans. parloa.com has them.

# What it does

Its main features, where it runs, what it works with and who makes it

**1**

Place it runs: Web

AI agent platform for enterprise customer service. Here is what it does, as its own site describes it, and what it covers: AI agents, no-code, AI support agent.

> **An agent builder, a testing lab, analytics and model orchestration.**

From our grade for features

### Agent Builder

Agents are built on the platform, and the vendor says the teams closest to customers can build and tune them without specialist engineers.

### Performance Lab

Simulates and tests AI agents for every update or model change before they go live.

### Parloa Lens

Monitors AI agents in production to catch problems.

### Voice in 140+ languages

The conversational infrastructure is described as designing voice interactions in over 140 languages.

## Model orchestration

Parloa selects and tunes the underlying models for each use case and says it bears the token cost.

## Contact-center connectors

Connectors are listed for Zendesk, Salesforce, Microsoft Dynamics 365, ServiceNow, SAP, Genesys and Five9.

### Where it runs

Web

### What it works with

Zendesk
Salesforce
Microsoft Dynamics 365
ServiceNow
SAP
Genesys
Five9

Parloa is made by Parloa.

PART 04 · STANDING

# Where it stands

Its grades against its category, and whether to keep it or make your own

**11**/101

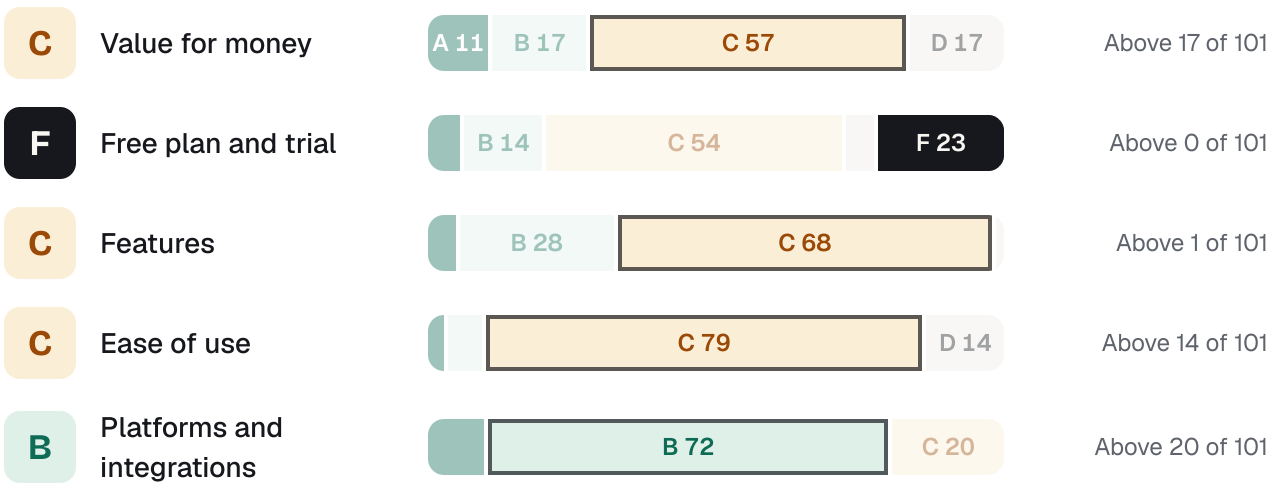
Other AI agents it is graded above

Parloa's GPA of 1.8 is higher than 11 of the 101 other AI agents we grade, and level with 14.

It stands best on platforms and integrations (B, above 20 of 101) and worst on free plan and trial (F, above 0).

## Each grade against the category

Every bar is all 102 AI agents we grade, cut by the letter each got. Parloa's own letter is outlined.




## Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

## Keep it

To replace Parloa you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 76 of the 101 other AI agents grade higher.

### What you could not

- ✕ An AI agent, with the models and the safeguards behind it.
- ✕ An AI model answering your customers from your own help articles.
- ✕ A builder that other people can use without writing code.
- ✕ It plugs into other products, Zendesk, Salesforce and Microsoft Dynamics 365 among them.

**What this rests on.** Parloa's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

# The alternatives

The tools it is most often weighed against, side by side



Sierra, Decagon, Kore.ai, Cognigy and Ada

The 5 tools Parloa is most often weighed against, with where each one differs from it.

1.6 GPA

## Sierra

Paid

Conversational AI agents for customer service at large brands.

- Parloa also covers no-code.
- Sierra also covers chatbots.

Parloa and Sierra compared in full

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1.6 GPA

## Decagon

Paid

AI concierge agents for customer support across voice, chat and email.

- Parloa also covers no-code.
- Decagon also covers chatbots and a/B testing.

Parloa and Decagon compared in full



1.6
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## Kore.ai

Paid

Enterprise agent platform for service, work and process automation.

- Parloa also covers no-code.
- Kore.ai also covers AI search, workflow automation and chatbots.

Parloa and Kore.ai compared in full



1.8
GPA

## Cognigy

Paid

Enterprise AI agents for voice and chat in the contact center.

- Parloa also covers no-code.
- Cognigy also covers live chat and chatbots.

Parloa and Cognigy compared in full



1.6
GPA

## Ada

Paid

AI customer service agent platform for chat, email, voice and social.

- Parloa also covers no-code.
- Ada also covers chatbots.

Parloa and Ada compared in full

PART 06 · QUESTIONS

# Quick answers

The questions people ask about it, each answered in a line or two

**10**

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

### Is Parloa free?

No. Parloa is a paid product.

### What platforms does Parloa work on?

Parloa is available on Web.

### Does Parloa have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Parloa is listed for Web.

### Does Parloa have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Parloa is listed for Web.

### Is Parloa open source?

Parloa is not described as open source on its own site, as read on Nov 12, 2026.

### What does Parloa integrate with?

Parloa's listing names Zendesk, Salesforce, Microsoft Dynamics 365, ServiceNow, SAP, Genesys and Five9.

### Who makes Parloa?

Parloa is made by a company of the same name.

### What are the alternatives to Parloa?

The closest alternatives to Parloa in our directory are Sierra, Decagon, Kore.ai, Cognigy and Ada.

### How does Parloa compare with other AI agents?

Parloa's GPA of 1.8 is higher than 11 of the 101 other AI agents we grade, and level with 14.

### Could I make my own version of Parloa?

To replace Parloa you would be making an AI agent, with the models and the safeguards behind it.

## Where this guide comes from

The prices, plans, platforms and features were read from Parloa's own pages on Nov 12, 2026, and the grades were given on Nov 12, 2026. Graded from this listing, whose facts were read from Parloa's own pages on 12 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Parloa. Prices change, so check parloa.com before you buy.

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parloa.com/platform/
parloa.com/platform/pricing/
parloa.com/platform/integrations/
parloa.com/company/about/

# About ToolGPA

Who made this guide, what else is on the site, and how to cite it

**5,038**
Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at [toolgpa.com](toolgpa.com).

**5,038**
tools graded

**95**
categories

**739**
price changes on record

**579**
apps priced in 12 countries

## What else is on toolgpa.com

### Parloa, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/parloa

### How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

### Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

### Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

### Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

### Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

### Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

### Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

**Scan for the live page**

Prices and grades as they are today

## Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

```
ToolGPA, "Parloa: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/parloa
```

## Know someone choosing between AI agents?

Send them this guide: toolgpa.com/tools/parloa/guide

ToolGPA elsewhere: youtube.com/@toolgpa

# See our other guides

The best-graded AI agents after Parloa, each with an Insider's Guide of its own.

### AI Agents Insider's Guide

Every one of the 102 AI agents we grade, compared

### Genspark Insider's Guide

AI workspace with an agent for research, slides, sheets and docs

3.2 GPA

### Manus Insider's Guide

General AI agent for research, slides, websites and browser tasks

3.2 GPA

### OpenClaw Insider's Guide

Open-source personal AI agent you run yourself and message in chat

3.2 GPA

ToolGPA

## Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Parloa's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Parloa is a trademark of its owner, and this guide is not made, paid for or approved by Parloa. Prices and plans change: check parloa.com before you buy.